

Enterprise Incident Report November 2011

As of 12/5/2011

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	7	1,428	11	1,446
	1	946	2	949
Customer Company Total	7	1,428	11	1,446
	1	946	2	949

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	7 2	1,428 78	11 1	1,446 81
Customer Company Total	7 2	1,428 78	11 1	1,446 81

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	7 0.49	1,428 0.77	11 0.29	1,446 0.76
Customer Company Total	7 0.49	1,428 0.77	11 0.29	1,446 0.76

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	7 1	1,428 35	11 2	1,446 38
Customer Company Total	7 1	1,428 35	11 2	1,446 38

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Workforce Services	7 1.20	1,427 1.69	11 4.29	1,445 1.71
Customer Company Total	7 1.20	1,427 1.69	11 4.29	1,445 1.71

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Workforce Services

Detail

INC000000346850	Gaylinn Frandsen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 674.69 TTR: 676.72
INC000000363352	Fran Cannard Voice Engineering	None Julie Johnson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR:
INC000000379880	Maria Crosby Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Public Assistance Case Manage Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: 0.06 TTR: 259.49
INC000000389142	Carol Hansen Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.52
INC000000392639	Kristen Floyd Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR:
INC000000395438	Randy Simon Rural North Desktop Support	Application Don Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.13
INC000000398045	Debra Nordfelt Rural North Desktop Support	PC/Laptop Neil Smedley	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.72
INC000000400652	Scott Smith Application Services	Application Tony Larsen	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: 0.83 TTR: 14.66
INC000000401854	Felicia Kinder Voice Operations	Telecom Gail Christiansen	Call Management Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.96
INC000000402673	Cherice Bridges Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.00
INC000000402674	Jo D'Agostino Minardi Rural North Desktop Support	PC/Laptop Don Higgs	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.97
INC000000402676	Carol Conti Rural North Desktop Support	Application Don Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.94
INC000000402683	Jeanne McGavin Rural North Desktop Support	PC/Laptop Don Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.86
INC000000402981	Stefanie Batson Voice/Data/WAN Services	Remote Connectivity Spencer Blodgett	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 3.94
INC000000403603	Scott J Clark Voice Operations	Telecom Gail Christiansen	Dial Tone Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.42 TTR: 0.44
INC000000404193	Marles Oldroyd Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 21.69 TTR: 55.41

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INC000000404419	Susan Cottam	Application	Error	PGP		TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 91.51
INC000000404638	Brie Lenhart	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.45
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000404884	Jill Black	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.55
INC000000404891	Debbie Serrano	Application	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.56
INC000000405037	Chad Carter	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 4.70
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 198.64
INC000000405109	Kathaleen Williams	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	TIR: 0.40
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.63
INC000000405326	Lynda R Myore	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000405443	Kathy Kirby	Network	Incident	None		TIR Missed: No	TIR: 0.75
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75
INC000000405713	Janet Cole	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.82
INC000000405755	Nancy K Perkins	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 14.31
INC000000406058	Lynn Thomas	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000406064	Kristine Larson	Application	Error	DWS Web		TIR Missed: No	TIR: 0.72
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.25
INC000000406399	Nancy K Perkins	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 14.64
INC000000406526	Cheryl Whitney	Application	Error	Utah Works		TIR Missed: Yes	TIR: 16.15
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 16.15
INC000000406576	Sariah Hunt	PC/Laptop	None	None		TIR Missed: No	TIR: 0.66
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000406935	Kristen Cox	None	None	None		TIR Missed: No	TIR: 0.24
	Application Services	Danielle Hood	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR: 19.68
INC000000406935	Kristen Cox	None	None	None		TIR Missed: No	TIR: 0.00
	Application Services	Danielle Hood	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR: 19.68

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INC000000406944	Teresa Fulton Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 11.15
INC000000407010	Rachel Gehring Voice/Data/WAN Services	Telecom Greg Blessing	Hardware Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.74
INC000000407143	Agnes Lomu Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.34
INC000000407184	Ashley Baker Metro A Desktop Support	Application Tracy VanderVaart	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.22 TTR: 6.11
INC000000407378	Karen Quackenbush Voice/Data/WAN Services	Telecom Greg Blessing	Call Management Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.50
INC000000407512	David Cote Metro A Desktop Support	Network Diane Pfeifer	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.98
INC000000407617	Amanda Matravers Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000407639	June Conn-Solomon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
INC000000407651	Lynda Bonner Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.13
INC000000407667	Becky Chambers Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Adobe Flash Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000407676	Sherrie St John Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.24
INC000000407691	Robert Birkinshaw Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.11 TTR: 1.11
INC000000407715	Neil Stevens Rural North Desktop Support	Network Neil Smedley	Performance Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.52
INC000000407716	Tammy M Cole Application Support - Content Management	Application Randall Ottesen	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.16 TTR: 0.16
INC000000407719	Shawna Werner Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000407724	Paula Story Application Support - DBA	Application Eric Swain	Error Workforce Services	Utah Works High	TIR Missed: No TTR Missed: No	TIR: 0.27 TTR: 0.27
INC000000407725	Kathryn Grover Metro A Help Desk	Remote Connectivity Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.50

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INC000000407726	Delene Bourdeau Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000407728	Reese Cooper Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407732	Ulysses Tongaonevai Application Support - DBA	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407737	Sherrie St John Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Office Word Viewer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000407738	Melanie Kennedy Application Support - DBA	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407741	Ashley Baker Application Support - DBA	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407742	Cory Pearson Application Support - DBA	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407743	Agnes Lomu Application Support - DBA	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407744	Annie Granger Application Support - DBA	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000407766	Gary Kimber Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407774	Tara Connolly Metro A Desktop Support	Wireless Connectivity Edward Fortner	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.60
INC000000407794	Kim Auberger Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.45 6.45
INC000000407804	Helen Hadad Help Desk	PC/Laptop Vicky Marrelli	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407805	Tracie Williams Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 2.65
INC000000407840	Rebecca Curry Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407877	Mary Gehman-Smith Metro A Desktop Support	Print/Copy/Scan/Fax Edward Fortner	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.29
INC000000407880	Wendy L Smith Metro B Desktop Support	PC/Laptop Wayne Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 5.72

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INC000000407886	Deann Caussyn	Network	None	None		TIR Missed: No	TIR: 0.51
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.66
INC000000407892	Kaylee Ashdown	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000407901	Janet Cole	Application	Reporting	None		TIR Missed: No	TIR: 0.08
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000407977	Mark Knold	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000407981	Tricia Matz-Underwood	Network	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.50
INC000000407988	Lidya Hardy	Application	Error	Utah Works		TIR Missed: Yes	TIR: 4.62
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.62
INC000000407995	Leslie Minaya	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408001	Justin Fowers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408006	Seth Whitmill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408009	Carol Lowman	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408025	Kim-Ngan Lam	Wireless Connectivity	None	None		TIR Missed: No	TIR: 0.24
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000408027	Diane Zylks	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408031	Randilee Spencer	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408053	Teresa Fulton	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408061	Leora Lopez	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408082	John Cone	PC/Laptop	None	None		TIR Missed: No	TIR: 0.31
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000408095	Scott Smith	Application	Reporting	Contributions Automated Tax Sy		TIR Missed: No	TIR: 0.54
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.59

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INC000000408109	Logan Ellsworth Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.25
INC000000408113	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408123	Scott Steele Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408126	Jocelyn Huish Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408133	Fran Cannard Application Support - DBA	None None	None Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000408141	Lisa Butler Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408156	Laura Uitto Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408175	Karla Aguirre Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408184	Connie Smith Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000408204	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408206	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408210	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408217	Kevin Burt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408220	Kevin Burt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408221	Kevin Burt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408225	Deb Coffey Metro D Help Desk	None Doug Brown	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408228	Jana Nell Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13

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INC000000408232	Stephanie Harding Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408244	Thomas Petersen Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.52
INC000000408276	Elizabeth Shelton Application Support - Web Dev	Application Dave Clark	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.36 1.36
INC000000408329	Connie Shearwood Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408334	Gaylinn Frandsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408337	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408338	Gary Newren Application Support - UWORKS	Application Eric Strong	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 5.84
INC000000408353	Gerald Brown Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408360	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408361	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408363	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408364	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408366	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408368	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408369	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408370	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408375	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000408377	Cesar Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000408379	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408385	Colleen Johnson	Application	Error	Utah Works		TIR Missed: Yes	TIR: 51.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 51.59
INC000000408387	Debbie Pugmire	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408388	Dixie Baughman	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408389	Pamela J Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408390	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408401	Weston Miller	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408423	Carroll Cropper	None	None	None		TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000408435	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408438	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408439	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408440	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408442	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408443	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408444	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408445	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000408446	Jennifer Meyer-Smart	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408448	Lela King	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408513	Ann Durrant	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408516	Debbie Stavros	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408531	Melissa Beagley	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000408533	Gabby Calero	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408539	Elizabeth Bailey-Durst	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408547	Glenda Snodgrass	Network	Error	None		TIR Missed:	Yes	TIR:	1.41
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.41
INC000000408553	Mary Zorn	Application	Error	None		TIR Missed:	No	TIR:	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000408558	Mary Zorn	Application	Error	None		TIR Missed:	No	TIR:	0.22
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000408580	Lisa Zaugg	PC/Laptop	Performance	None		TIR Missed:	Yes	TIR:	1.12
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.12
INC000000408585	Thomas Clark	Telecom	None	None		TIR Missed:	No	TIR:	0.06
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000408587	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408592	Jan Chumbley-Gardner	Network	Incident	None		TIR Missed:	No	TIR:	0.99
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.99
INC000000408594	Mary Zorn	Application	Error	Avaya IP Softphone		TIR Missed:	No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000408604	Megan Pidduck	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000408607	Angela Madsen	Wireless Connectivity	Performance	None		TIR Missed:	No	TIR:	0.23
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.49

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INC000000408621	Jesi Wasden Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408626	Cory Pearson Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.23
INC000000408627	Cookie Chappell Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408637	Brady Olsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408646	Gordon Snow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408648	Gordon Snow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408669	Mary Zorn Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000408673	Kiersten Nielsen Application Support - Content Manag	Application Nate Olson	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000408678	Tricia Cox Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408686	Lindsay Crosby Rural North Desktop Support	PC/Laptop Ryan Casey	Hardware Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000408697	Tricia Cox Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408705	Michelle Bristol Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
INC000000408731	Kirk Olson Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.73
INC000000408740	Elaine Jensen Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000408756	Toni Sierra Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408758	Bret Lucas Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408771	Marles Oldroyd Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.79 2.79

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INC000000408809	Felicia Kinder Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.88
INC000000408814	Kathleen Haile Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000408818	Justin Fowers Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.25 12.54
INC000000408895	Connie Smith Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000408901	Steven Coray Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.48 3.48
INC000000408929	Scott Steele Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.76
INC000000408947	Jackie Nielson Rural South Desktop Support	Application Joel Finlinson	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408948	Brian Prettyman Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408955	Ali Rasheed Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409005	Maria Torres Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.50
INC000000409013	Garth Anderson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409015	Chris Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409019	Sue Strasburg Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409021	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409023	Chris Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409030	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409036	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000409038	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409043	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409071	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409084	Marion Eckersley	Application	None	Internet Explorer		TIR Missed:	No	TIR:	0.11
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.26
INC000000409085	Weston Miller	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409086	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409088	De Ette Richards	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.34
INC000000409093	Brian Prettyman	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.34
INC000000409133	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409134	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409135	Lori Calvert	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409140	Andrea Carroll	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.20
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000409153	Leslie Henderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409162	Patti Sellers	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.78
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.93
INC000000409163	Malida Stram	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.05
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000409170	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409173	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000409177	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409178	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409197	Mary Ann Keefer Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000409206	Theresa Chief Eagle Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000409225	Melisa Stark Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409233	Dusty Burchett Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409238	David Busk Rural South Desktop Support	PC/Laptop Lance Nay	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409241	David Busk Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409265	Carrie Peterson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409267	Darrell Wilson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409269	Justin Fowers Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409271	Justin Fowers Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409274	Tanya Smith Metro B Desktop Support	Application Wayne Higgs	None Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.88
INC000000409279	Lesnie Foster Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409282	Debbie Pugmire Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409287	Jerry Norton Application Support - UI Web	None Eric Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 5.67
INC000000409288	Holli Turner Voice Operations	Telecom Romanza Hamblin	Coverage Path Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.34

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INC000000409305	Kristin Hayward Rural South Desktop Support	Print/Copy/Scan/Fax Scott Jesienouski	Error Code Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000409343	Debbi Class Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409352	Agnes Lomu Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409366	Rebecca D Anderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409370	Gregory Whittaker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409383	Kathleen Haile Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409418	Sherrie St John Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409422	Barbara Garcia Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409429	Miri Parker Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.48
INC000000409431	Doug Lusty Rural North Desktop Support	PC/Laptop Ryan Casey	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.68 2.68
INC000000409438	Paula Johns Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409447	Cathy Maynard Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000409448	Debbie Sheldon Rural North Desktop Support	PC/Laptop Ruston McKay	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.66 8.44
INC000000409453	CindaLee Hall Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000409462	Miri Parker Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000409474	Cassandra Pickle Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.79
INC000000409482	Jesi Wasden Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000409484	Mary Nay Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409496	Sherry Tran Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
INC000000409514	Randilee Spencer Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
INC000000409518	Jana Nell Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409532	Theresa Chief Eagle Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.23
INC000000409536	Ryan Halstenrud Metro B Desktop Support	None Bill Crowther	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.29
INC000000409554	Jana Nell Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000409569	Connie Smith Rural Central Desktop Support	PC/Laptop Ron LeBaron	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.15
INC000000409574	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409577	Anna Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409583	Timothy Dye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409585	Timothy Dye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409587	Timothy Dye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409588	Timothy Dye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409590	Timothy Dye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409591	Timothy Dye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409598	Kurtis Wilcox Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000409600	Darwin Kocherhans Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000409601	Bradley Carroll Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000409638	Shane ODell Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409645	Mary Cavanaugh Metro A Desktop Support	PC/Laptop Edward Fortner	Hardware Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 3.66
INC000000409647	Nique Frasier Rural North Desktop Support	Network Ryan Casey	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.72
INC000000409680	Cindi Nay Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000409698	Melisa Stark Rural North Desktop Support	Application Kelly Warren	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.07 6.09
INC000000409703	Patti Sellers Rural Central Desktop Support	Network Jeremy Standifird	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.62
INC000000409706	Brenda Martin Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000409726	Michele Cuburu Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.42 4.89
INC000000409732	Wendy Edwards Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000409798	Michael McCluskey Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
INC000000409813	Jeri Uresk Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.65 6.65
INC000000409814	Melisa Stark Application Services	Mobile Devices Dustin Crump	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.98
INC000000409820	Holli Turner Application Support - Single Signon	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409860	Cory Pearson Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.06 4.77
INC000000409864	Donna Ferrozzo Metro A Desktop Support	PC/Laptop Edward Fortner	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 4.22

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INC000000409872	Jacson Maughan Metro A Help Desk	Server Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.38
INC000000409877	Dorothy Williams Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.51 1.51
INC000000409878	Gregory Whittaker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409886	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409888	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409890	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409897	Susan Quist Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409905	Rick Kowalczyk Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.55
INC000000409910	Terrie Bouck Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
INC000000409911	Barbara Garcia Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000409932	Cindy Adams Voice Operations	Telecom Kelly Johnson	Call Management Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.61
INC000000409934	Lara Rudloff Metro A Desktop Support	PC/Laptop Adam Staks	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.62
INC000000409947	Jenny Sweetland Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409949	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409951	Brady Olsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410020	Angel Grossaint Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Kofax ImageControls Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.42
INC000000410025	Michael Hanley Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61

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INC000000410026	Jennifer Cunningham	Telecom	None	None		TIR Missed:	No	TIR:	0.29
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.66
INC000000410031	Stacie A Johnson	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410043	Brook Mecham	None	None	None		TIR Missed:	No	TIR:	0.33
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000410049	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410065	Scott Steele	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000410068	Leta Bailey	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.96
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.96
INC000000410078	Debra Schlund	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.01
INC000000410081	Janet Gale	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410084	Anna Larson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410173	Debbie Sparks	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410178	Genevieve Messier	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410181	Shawn Mansell	Application	Error	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410248	Brenda Martin	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410252	David Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410263	Trish West	None	None	None		TIR Missed:	No	TIR:	0.08
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.36
INC000000410280	Kristen Floyd	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410284	Nancy Nordlund	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000410289	Jerry Pruitt Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000410294	Connie Smith Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000410306	Nazanin Nourmohammadi PC/Laptop Metro A Help Desk	None Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000410310	Ryan Betts Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000410313	Janet Cole Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000410317	Tori Henson Rural North Desktop Support	PC/Laptop Ryan Casey	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.34
INC000000410318	Debbie Sparks Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000410337	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410338	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410349	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410350	Mele Vainuku Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000410358	Jesse Bissegger Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000410389	Tim Early Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000410397	Cindy Adams Voice/Data/WAN Services	Telecom Mark Thomas	Dial Tone Workforce Services	Telephone High	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.19 1.64
INC000000410408	Cathy Maynard Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000410434	Jaimie Druk Application Support - CATS IV	None Robert Love	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000410436	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000410446	Leann Robinson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	10.38
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	11.75
INC000000410451	Tanya Wilson	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000410454	Mary Nay	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000410455	Ronda Kelly	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410469	Sharen Welsh	Application	Error	Utah Works		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000410471	Ronda Kelly	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410489	Amira Mijic	Wireless Connectivity	Performance	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000410492	Mary Jayne Richins	None	None	None		TIR Missed: No	TIR:	0.20
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000410529	JaNea Lund	None	None	None		TIR Missed: No	TIR:	0.39
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000410533	Brenda Martin	Telecom	None	None		TIR Missed: No	TIR:	0.32
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000410542	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410543	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410544	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410545	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410552	Rebecca D Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000410562	Janean Justham	Application	Error	Utah Works		TIR Missed: No	TIR:	0.56
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000410567	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000410580	Juliana Smith Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410588	Giselle Jackson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410594	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410598	Ann Stockham Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410624	Jerry Norton Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 0.77
INC000000410655	Claudio Arancibia Metro A Desktop Support	Application Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 0.96
INC000000410663	Deborah Servis Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410677	Amy Lowe Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.40
INC000000410679	Agnes Lomu Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 1.38
INC000000410680	Robert Moyer Voice Operations	Telecom Britany Finlay	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
INC000000410688	Shauna Havey Help Desk	Mobile Devices Eileen Dubach	Error Workforce Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000410703	Ali Rasheed Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000410704	Lisa Lynn Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
INC000000410815	Kari Marler Rural North Desktop Support	PC/Laptop Dane Smith	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410827	Jeremy Knowlden Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410833	Kerry Torres Application Support - EFIND	Application Anhkim Le	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.90
INC000000410838	Kathy Wendel Application Support - CATS IV	Application Janice Folsom	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.81

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INC000000410839	Kari Marler Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410853	Cami Sandoval Application Support - EFIND	Application Anhkim Le	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.63
INC000000410864	Cory Pearson Metro A Desktop Support	PC/Laptop Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.08
INC000000410872	Robert Birkinshaw Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.16
INC000000410874	Katie Hanway Metro A Help Desk	PC/Laptop Cindy Schroeder	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.13
INC000000410880	Marylynn Prows Metro A Help Desk	Application Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000410881	Julia Story Metro A Desktop Support	PC/Laptop Mike Wilde	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.76
INC000000410885	Jane Burt Metro A Help Desk	Application Liz Evans	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000410898	Linda Wirtjes Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Error Code Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000410909	Gina Labonte Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410910	Kerry Torres Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410911	Kathleen Haile Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000410925	Lani Dick Metro B Desktop Support	PC/Laptop Wayne Higgs	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 1.42
INC000000410930	Teri Brinkerhoff Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000410932	Kerry Torres Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410937	Nazanin Nourmohammadi Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410940	Heidi Knopp Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41

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INC000000410942	Milton Olsen Metro A Help Desk	Application Ed Conrad	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.16
INC000000410955	Dyanna Butterworth Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000410965	Daniel Tate Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.94
INC000000410986	Paula Johns Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000410987	Mark Petrie Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000410994	Laurie Farrell Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.34
INC000000411001	Heather M Williams Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000411024	Kerry A Cole Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000411043	Jessica Staker Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000411056	Beckie Turner Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.00
INC000000411073	Joyce Burningham Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000411090	Jo D'Agostino Minardi Metro A Help Desk	Network Ed Conrad	Password Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411096	Jamie Escobia Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000411106	Nancy K Perkins Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.38 2.38
INC000000411114	Amira Mijic Metro A Desktop Support	Wireless Connectivity Adam Staks	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 3.17
INC000000411158	Milagros Santos Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000411176	Barbara McElhinney Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21

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INC000000411187	Beckie Turner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000411216	Jennifer Reynolds Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000411219	Dan Vaughan Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.74
INC000000411228	Jenny Barrow Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000411234	Terri L Garcia Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	State Payroll System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411237	Connie Smith Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
INC000000411298	Ralph Laub Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411331	Cassy Hahn Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.59
INC000000411377	Connie Smith Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.19
INC000000411379	Susan Munk Operations Production Control	Application Duane Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.36
INC000000411386	Jared Price Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411393	Cami Sandoval Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411396	Cami Sandoval Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411403	Eugenia Artamonova Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 16.87
INC000000411421	Quinten Klingonsmith Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411425	Curtis Harmon Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411428	Faye Hubbard Voice Operations	Telecom Romanza Hamblin	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.21

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INC000000411440	Lisa Butler	Mobile Devices	None	None		TIR Missed: Yes	TIR:	2.30
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.88
INC000000411455	Kris Bradley	PC/Laptop	Password	Microsoft Windows XP Professi		TIR Missed: Yes	TIR:	1.13
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000411501	John Paul	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411505	Jennika Sheldon	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411507	Shonie Barker	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.04
INC000000411519	Jackie Dalton	None	None	None		TIR Missed: No	TIR:	0.13
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000411529	Regina Vail	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.01
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000411530	Seth Niederhauser	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000411580	Ernest Ramos	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411667	Mary Ann Keefer	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411683	Seth Niederhauser	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411692	Lyn Frohlich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000411693	Scott A Stephens	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000411699	Gaylene Pebley	Application	Reporting	None		TIR Missed: No	TIR:	0.42
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000411707	Debbie Pugmire	None	None	Microsoft Access 2007		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.27
INC000000411713	Heidi Knopp	Application	Reporting	eFIND/eSHARE		TIR Missed: Yes	TIR:	1.31
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.31
INC000000411725	Kari Marler	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19

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INC000000411742	Brenda Johnson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000411745	Meghan Greer Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.35
INC000000411746	Ryan Hawks Operations Production Control	Application Duane Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 2.16
INC000000411757	Jenny Hansen Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000411765	Selma Meono Rural Central Desktop Support	PC/Laptop Paul Petersen	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000411769	Janos Carpenter Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.69
INC000000411783	Brenda Martin Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000411794	Andrea Henderson Operations Production Control	Application Duane Hardy	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.69
INC000000411811	Cathy Maynard Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411816	Dan Marrs Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 5.78
INC000000411820	Elaine Jensen Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Norton AntiVirus Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.58 1.58
INC000000411822	Dan Vaughan Metro A Desktop Support	PC/Laptop Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 1.52
INC000000411823	Lauri Flores Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.83 1.83
INC000000411834	Kathryn Causey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411847	Tara Connolly Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411854	Eugenia Artamonova Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000411855	Brenda Gallegos Rural South Desktop Support	PC/Laptop Lane Adams	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16

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INC000000411862	Sandra Pyper	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411880	Aaron Carlsen	Application	Error	None		TIR Missed: No	TIR: 0.08
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000411899	Andrea Henderson	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411913	Levi Jones	PC/Laptop	None	None		TIR Missed: No	TIR: 0.45
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000411918	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411923	Curtis Harmon	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.03
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000411925	Rebecca Pace	None	None	None		TIR Missed: Yes	TIR: 2.53
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.53
INC000000411927	Cami Sandoval	PC/Laptop	None	None		TIR Missed: Yes	TIR: 2.75
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.75
INC000000411936	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411937	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411938	Rick Brenkmann	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411942	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411943	James E Hill	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000411945	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411946	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411948	Scott A Stephens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411952	Cheree Buckels	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10

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INC000000411953	Janet Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000411956	Janet Jolley	Application	Reporting	Microsoft Windows XP Professi		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000411970	Michael Hanley	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000411986	Leslie Judd	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000411989	Becky Fisher	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000411990	Elizabeth Fitzpatrick	Application	Error	None		TIR Missed:	No	TIR:	0.49
	Application Support - EFIND	Anhkim Le	Workforce Services	High	Closed	TTR Missed:	No	TTR:	0.49
INC000000411991	Kathaleen Williams	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000411992	Debbie Stavros	Application	Error	None		TIR Missed:	No	TIR:	0.08
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000411993	Milton Olsen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000411996	Susan M White	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000411999	Wendy Edwards	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412000	Melanie Decker	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412001	Daisy Baker	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412002	Jayme Schlangen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412003	Sarah Pullman	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412004	Lisa C Peterson	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412005	Vickie Olsen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000412007	Elaine Jensen Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412008	Lea Betty Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412011	Ryan Halstenrud Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412013	Jason Allcott Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412019	Kim Wilcox Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412024	Connie Shearwood Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412028	Shonie Baker Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412040	Shelley Esplin Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412041	Shelley Esplin Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412047	Noah Zemke Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 4.12
INC000000412081	Wayne Tuttle Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.32
INC000000412086	Gaylene Pebley Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412088	Cookie Chappell Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412089	Issa Moursal Voice Operations	Telecom Romanza Hamblin	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.76
INC000000412102	Paul Birkbeck Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412111	Mike Asmussen Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412117	Seth Niederhauser Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31

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INC000000412118	Ralph Laub	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412124	Melauni Jensen	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000412127	Mohamed Ahmed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412129	Shantelle Roberts	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412130	Shantelle Roberts	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412131	Shirley Hilton	None	None	None		TIR Missed: No	TIR: 0.18
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000412133	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412135	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412146	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412151	Ernest Ramos	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412161	Helen Sawyer	None	None	None		TIR Missed: No	TIR: 0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000412177	Lynda Bonner	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.38
INC000000412210	Dennis Broad	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000412216	Tanya Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000412232	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412294	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412319	Mary Zorn	Application	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45

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INC000000412389	Kelly Farley Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000412394	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412410	Dorothy Hall Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412416	Koral Vasquez Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412418	Phay Panh Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412444	Mike Miller Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.51
INC000000412465	Cami Sandoval Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412466	Jefferson Barrett Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412468	Tanya Wilson Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.34
INC000000412470	Kristine Larson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412476	Paul Birkbeck Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412486	Dyanna Butterworth Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412507	Karen Hess Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
INC000000412531	Tricia Cox Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	Microsoft Office XP Professiona Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412542	Tricia Cox Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.29
INC000000412545	Kristen Cox Application Services	Application Danielle Hood	Error Workforce Services	iPhone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412545	Kristen Cox Application Services	Application Danielle Hood	Error Workforce Services	iPhone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000412545	Kristen Cox Application Services	Application Danielle Hood	Error Workforce Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10
INC000000412546	Diane Zylks Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412552	Melissa Romero-McKean Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08
INC000000412554	Todd Jorgensen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412581	Jeanne McGavin Rural North Desktop Support	PC/Laptop Ruston McKay	Password Workforce Services	Microsoft Office XP Professiona Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37
INC000000412586	Ernest Ramos Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412588	Debbie Garretson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412589	Beckie Turner Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412591	Caralee C Crye Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412614	Jon Brewer Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412616	Jamie Escobia Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412619	Janet Jolley Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412626	Janet Jolley Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412633	Veronica Comandone Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412634	Jefferson McClellan Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412644	Valerie Seidel Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412647	Ernest Ramos Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000412648	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412661	Dave Laycock	Application	Error	Adobe Acrobat		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000412673	Beckie Turner	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.06
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000412676	Diane Zylks	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412702	Dave Laycock	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.35
Metro A Desktop Support		Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.78
INC000000412716	Connie Smith	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Ron LeBaron	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412719	Rebecca Pace	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412736	Jennifer Doxey	Application	Reporting	Content Manager		TIR Missed:	No	TIR:	0.19
Application Support - Content Man		Randall Ottesen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000412739	Marie Higgins	Telecom	Feature	Telephone		TIR Missed:	No	TIR:	0.16
Voice Operations		Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000412746	Teresa Gentry	None	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Rural North Desktop Support		Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.84
INC000000412752	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000412789	Harut Torosyan	None	None	None		TIR Missed:	No	TIR:	0.03
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000412791	Glenda Swallow	Application	Error	None		TIR Missed:	No	TIR:	0.00
Rural North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.07
INC000000412796	Michele Tuttle	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412810	Annette Schvaneveldt	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.21
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.78
INC000000412814	Danette Groesbeck	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000412821	Melanie Curtis	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000412822	Michelle Mileski Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000412828	Katherine Abel Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412831	Tanya Smith Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412836	Krzysztof Barchanski Metro A Desktop Support	PC/Laptop Adam Staks	Performance Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 2.81
INC000000412837	Brent Wintch Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412842	Cody Hansen Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000412849	Amber Jackson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000412862	Eric Tanner Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
INC000000412900	Colleen Jamison Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412901	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412903	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412905	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412908	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412916	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412920	Janet Gale Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412924	Debbie Torres Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412936	Kayleen Hansen Application Services	Application Dustin Crump	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.68

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INC000000412959	Cindy Adams	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412972	Cami Sandoval	Application	Error	Avaya IP Softphone		TIR Missed:	No	TIR:	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000412994	Jennifer Reynolds	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000412995	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000413023	Michael Hanley	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000413048	Debbie Lyberger	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000413057	Kenneth Martinez	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.70
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.70
INC000000413063	Debbie Lyberger	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000413078	Rachel Gehring	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000413082	Darwin Kocherhans	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.35
INC000000413091	Katie Hanway	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.23
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000413117	Jolyn Bevan	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000413140	Tricia Davis	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.13
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.53
INC000000413204	Lela King	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000413240	Kim Wilcox	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000413241	Shirley Hilton	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.51
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.82
INC000000413243	Rachel Gehring	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000413245	Brittney M Woodland Metro A Desktop Support	Application Robert Wall	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.72
INC000000413276	Heidi Knopp Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413283	Mark Wimber Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.86
INC000000413288	Greg Blue Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413300	Kerry Daniels Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413305	Ernest Ramos Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413312	Judy Mattinson Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Adobe Media Player Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.43
INC000000413314	Cynthia McDaniel Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000413346	Molly Morehouse Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.69
INC000000413352	Debbie Sheldon Rural North Desktop Support	PC/Laptop Ruston McKay	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.16 1.92
INC000000413358	Jon Pierpont Application Services	Mobile Devices Danielle Hood	Error Workforce Services	iPhone High	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.11 4.32
INC000000413363	Collin Peterson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413366	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413368	Juan Flores Metro A Help Desk	Application Ed Conrad	Password Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000413402	Tami Huntington Rural South Desktop Support	PC/Laptop Cole Gifford	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 1.02
INC000000413406	Tanya Smith Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413415	Karen Ojeda Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55

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INC000000413419	Tiffany Turley	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000413429	Jodie Ward	Application	Password	State Payroll System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000413436	Tami Hoffman	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.57
INC000000413438	Rebecca Farnsworth	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	TTR: 5.29
INC000000413462	Vicki Fenton	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.97
INC000000413468	Mary Gehman-Smith	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.07
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.71
INC000000413489	CindaLee Hall	Application	Error	State Payroll System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000413504	Paula Johns	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000413506	Summer Begaye	Remote Connectivity	Performance	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000413508	Debbie Sheldon	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000413521	Giselle Jackson	Application	None	None	TIR Missed: No	TIR: 0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.40
INC000000413522	Daniel Felts	PC/Laptop	Error	Novell iPrint	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000413523	Jan Hunt	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000413528	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000413529	Muris Prses	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000413546	Tess Rawlinson	Application	Password	State Payroll System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000413570	Rachael Stewart	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000413598	Linda Englishhone Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000413621	Wendy Meyer Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000413650	Rachael Stewart Metro A Help Desk	Application Ed Conrad	Reporting Workforce Services	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000413655	Sefik Feukic Voice Operations	Telecom Lois Schow	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.19
INC000000413681	Cindy Bertagnolli Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413729	Dana Martinez Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.89
INC000000413731	Eric Tanner Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 1.27
INC000000413744	Randilee Spencer Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000413792	Cindy Bertagnolli Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000413804	Curt Stewart Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413842	Linda Delaplaine Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413855	Nikki Holt Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000413875	Judy Mattinson Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000413896	Holli Turner Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000413927	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413934	Todd Jorgensen Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413952	Barbara McElhinney Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000414067	Gilda Castillo Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414068	Rebecca Weston Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Medium Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.17
INC000000414074	Mandy Davis Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414077	Osman Ahmed Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414081	Robert Ferreira Rural North Desktop Support	PC/Laptop Ruston McKay	Performance Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.79
INC000000414082	Kerry Torres Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414088	Desiree Jones Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414089	Anna Dart Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414093	Greg Blue Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414094	Kathy Kirby Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414095	Mary Conder Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414099	Kathy Kirby Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414109	Ryan Betts Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414115	Mandy Davis Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000414122	Jackie McAtee Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414124	Ryan Reeder Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414127	Teal Davis Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000414162	Bradley Salmond Metro A Desktop Support	Application Robert Wall	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.51
INC000000414167	Rachel Gehring Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.04
INC000000414170	Tino Gutierrez Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414171	Debbie Sheldon Application Support - Web Dev	None Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 0.84
INC000000414174	Nora Olson Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.96
INC000000414180	Donna Robles Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.23
INC000000414186	Michael Nixon Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.73
INC000000414197	Vanna Chav Application Support - EREP IA	None Amberly Hoang	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.75
INC000000414200	Jerry Norton Application Support - Single Signon	None Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
INC000000414208	Marge Rajski Application Support - EREP IA	Application None	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414211	Kendra Harrington Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000414220	Debra Shelley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000414222	Krzysztof Barchanski Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000414227	Wendy Burton Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414230	Ashley Baker Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000414235	Melissa Presley Application Support - Web Dev	None Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 1.10
INC000000414241	Joe Degennaro Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000414253	Rene Meza	None	None	None		TIR Missed:	No	TIR:	0.97
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.03
INC000000414257	June Conn-Solomon	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000414258	Samuel Hendricksen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000414278	Molly Morehouse	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.14
INC000000414284	Jerry Norton	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000414287	Rebecca Banner	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414288	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414291	Jesi Wasden	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414302	Wendy Burton	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.33
INC000000414305	Leigh Page	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414318	Michele Tuttle	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414321	Jodie Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000414323	Donald Senter	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414339	LeeAnn Glass	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000414343	Martha Mitchell	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000414357	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000414361	Angi Nielsen	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.47

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INC000000414376	Jodie Ward Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000414395	Tammy Berrie Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.28 TTR: 1.20
INC000000414429	Verlin Christensen Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: 1.34 TTR: 1.34
INC000000414439	William Greer Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000414460	Jake Gaston Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.29 TTR: 1.09
INC000000414470	William Greer Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.35
INC000000414498	Milagros Santos Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.05 TTR: 0.05
INC000000414504	Jennifer Domenici Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000414522	Karen Quackenbush Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.18 TTR: 0.94
INC000000414529	Shunda Pope Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: Yes TTR Missed: No	TIR: 1.03 TTR: 1.03
INC000000414540	Joan Norton Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000414570	Bradley Carroll Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.15
INC000000414591	Tiffany Cruz Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.56 TTR: 2.02
INC000000414614	Leigh Page Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000414619	Shonie Barker Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000414624	Bonnie Sterrett Application Services	Application Tony Larsen	None Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 10.89
INC000000414628	Susan Etzel Rural South Desktop Support	PC/Laptop Lane Adams	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.26 TTR: 0.26

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INC000000414673	Colleen Fitzgerald Metro A Desktop Support	PC/Laptop Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 2.62
INC000000414686	Rachael Stewart Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000414701	Launi Milligan Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414716	Leslie Henderson Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414727	Eric Tanner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000414733	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414757	Gilberto Vigil Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000414785	Scott A Stephens Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414793	Diane Hunter Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.39
INC000000414825	Marilyn Fischer Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.03
INC000000414830	Yvette Woodland Application Support - Data Warehouse	None Clay Peacock	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.41
INC000000414857	Derrek Larson Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.12
INC000000414869	Rochelle Green Voice Operations	Telecom Romanza Hamblin	Hardware Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.00
INC000000414872	Martha Soto Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414874	Randi Bell Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414877	Lynda R Myore Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414880	Alla Zilbershteyn Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.24

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INC000000414912	Scott A Stephens Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414913	Kris Springer Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 0.69
INC000000414919	Diane Hunter Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000414921	Brian A Eldridge Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.57
INC000000414924	Jonathan Parrish Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414936	Rachael Stewart Metro A Desktop Support	Network Kraig Ellis	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.06
INC000000414940	Jamie Escobia Rural Central Desktop Support	Application Jeremy Standifird	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.08
INC000000414949	Ashley Nielsen Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414955	Christopher Yancey Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414982	Leta Bailey Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	23.20 23.20
INC000000415025	Sheryl Benton Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415067	Demetria Keele Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Kofax ImageControls Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415112	Kris Springer Metro A Desktop Support	PC/Laptop Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.55
INC000000415121	Debra Mace Application Support - Data Warehouse	None Clay Peacock	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.67
INC000000415140	Angi Nielsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415148	Andrea Cervantes-Camero Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000415157	Christine Mayne Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16

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INC000000415178	Jason J Burton	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000415212	Leigh Page	Application	None	Novell Messenger		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.74
INC000000415233	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415253	Mimose Montes	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.82
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.82
INC000000415270	James Mitchell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000415298	Mary Nay	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.93
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.93
INC000000415312	Tino Gutierrez	None	None	None		TIR Missed: No	TIR: 0.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.56
INC000000415339	Cesar Salazar	Server	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 1.38
INC000000415339	Cesar Salazar	Server	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 1.38
INC000000415354	Debbie Zaugg	Application	Error	Utah Works		TIR Missed: Yes	TIR: 12.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 12.58
INC000000415357	Dirk Dopp	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.49
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000415361	Chad Carter	Application	Error	PGP		TIR Missed: No	TIR: 0.00
	Security	Garry Gregson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415389	Cookie Chappell	PC/Laptop	Performance	PGP		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415407	Joann Wetzel	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.90
INC000000415409	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000415415	Marilyn Larsen	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415424	Stephanie Harding	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000415433	Richard Bischoff	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415442	William Greer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415454	Jeff Webster	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415456	Jeff Webster	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415458	Jeff Webster	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415460	Jeff Webster	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415462	Jeff Webster	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415464	Jeff Webster	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415472	Ralph Laub	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415486	Jennifer Wright	None	None	None		TIR Missed: No	TIR: 0.29
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 9.96
INC000000415511	Cynthia Barlow	PC/Laptop	None	None		TIR Missed: No	TIR: 0.06
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.50
INC000000415527	Viengsay Sundara	Application	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000415558	Phay Panh	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415559	Sandra Pyper	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000415563	Michelle Mileski	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000415570	Andrea Cervantes-Camero	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000415572	Delana White	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.32

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INC000000415594	Cindy Bertagnolli Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000415606	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415646	Michelle W Christensen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.78 1.78
INC000000415656	Wendy Burton Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000415658	Vicki Fenton Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
INC000000415659	Tricia Matz-Underwood Application Support - Web Dev	Application Chad Thompson	Error Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.32
INC000000415697	Lynda R Myore Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415703	Jeanne Moore Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000415707	Wendy Burton Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 0.98
INC000000415724	Kim Williams Application Support - EREP IA	Application Charise Asleson	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 0.84
INC000000415734	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415738	Fran Cannard Voice Engineering	Telecom Julie Johnson	Call Management Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.15
INC000000415739	Melauni Jensen Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 3.89
INC000000415742	Stacie A Johnson Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415751	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000415773	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415805	Linn Gentry Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.05

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INC000000415809	Lori Fox-Bush Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415819	Lida Khoshal Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415828	Jenny Jensen Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.04
INC000000415839	Chris Boyadjian Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415844	Charles Owens Application Support - EREP IA	Application Charise Asleson	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000415848	Melauni Jensen Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.63
INC000000415850	Karen Quackenbush Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 1.28
INC000000415862	James Mitchell Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000415866	Nathan Dopp Operations Production Control	Application Duane Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.55
INC000000415873	Ralph Laub Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.85 5.85
INC000000415877	Fran Cannard Voice Operations	Telecom Gail Christiansen	Area Code Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 1.93
INC000000415879	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415882	Cindy Arndt Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.96
INC000000415883	Bart Benson Application Support - EREP IA	Application Charise Asleson	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000415895	Judy Ward Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415897	Helen Te'o Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.65 5.65
INC000000415907	Jeff Webster Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000415911	Bonnie L Kelsey Metro A Help Desk	Application Ed Conrad	Reporting Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415924	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415929	Becky Chambers Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415934	Chris Holman Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000415945	Hanh Nguyen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416005	Joyce Burningham Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416015	Alfredo Travassos Jr Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000416027	Kirsten Heaton Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416057	Tajana Fejic Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 3.83
INC000000416076	Amira Mijic Metro A Help Desk	Wireless Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.07
INC000000416085	Joellen Robbins Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416094	Jennifer Meyer-Smart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416096	Jennifer Meyer-Smart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416129	Sefik Feukic Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.62
INC000000416151	Anna Larson Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416183	Cynthia Barlow Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416188	Christi Seger Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13

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INC000000416193	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416195	Brent Fife	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416215	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416223	Rochelle Green	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.17
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000416243	Brittney M Woodland	None	None	None		TIR Missed:	Yes	TIR:	1.13
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.38
INC000000416244	Jennifer Wright	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416254	James Mitchell	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416278	Kelly Johnson	Application	Error	Microsoft Office		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000416279	Jo Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416282	Natalie Henderson	Application	Error	WordPerfect Office 2002		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000416284	Tim Olson	Application	Error	Microsoft Office Professional 20		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000416306	Shane Otvos	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416315	Felicia Kinder	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416324	Lanelle Windley	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416348	Jeana Bahr	Application	Error	Novell iPrint		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000416360	Trevor Earl	Wireless Connectivity	Performance	None		TIR Missed:	No	TIR:	0.84
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.84
INC000000416431	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000416439	Greg Paras	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416440	Brent Fife	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416470	Gordon Snow	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416474	Benjamin R Patterson	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416480	Randi Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416503	Worthy Glover Jr	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416511	Laura Uitto	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416536	Lyle Ward	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416539	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416540	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416542	Lyle Ward	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416553	Cindy Arndt	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416555	Michael Barrett	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416559	Marilyn Draper	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416567	Mary Ann Keefer	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416569	Kelly Spafford	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416571	James Alexander	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.55

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INC000000416583	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416596	Laurel Morris	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Application Services		Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.90
INC000000416605	Verner Iglesias	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000416611	LeAnn Hatfield	Application	Error	Financial Information Network		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000416626	Sherri Valenti	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416631	Kimberly Reyburn	Application	Error	None		TIR Missed:	Yes	TIR:	1.35
Application Support - MyCase		Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.35
INC000000416636	Debbie Sheldon	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000416638	Danette Groesbeck	Application	Error	None		TIR Missed:	No	TIR:	0.11
Application Support - EREP IA		Charise Asleson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000416639	Kimberly Reyburn	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416646	Pamela McIntyre	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416649	Mardee Thompson	Application	Error	None		TIR Missed:	No	TIR:	0.10
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000416652	Ashley Johnson	Application	Error	None		TIR Missed:	No	TIR:	0.22
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.77
INC000000416668	Danette Groesbeck	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.54
Application Support - EREP IA		Charise Asleson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000416671	Daniel Heyworth	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000416679	Mary Pannunzio	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000416684	Milagros Santos	Application	Error	None		TIR Missed:	No	TIR:	0.00
Application Support - MyCase		Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000416707	Leigh Page	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000416710	Bonnie Johnson	Application	Error	Business Intelligence Tool	TIR Missed: No	TIR: 0.51
	Application Support - Data Warehouse	Clay Peacock	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.51
INC000000416714	Leigh Page	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416728	Happi Hansen	Application	Error	None	TIR Missed: No	TIR: 0.00
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416749	CindaLee Hall	Application	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.56
INC000000416764	Leeann Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416774	Lyle Ward	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416776	Michael Hanley	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416778	Brent Fife	Application	Password	Content Manager	TIR Missed: No	TIR: 0.38
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.38
INC000000416780	Kris Bradley	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.35
INC000000416789	William Greer	Network	Error	None	TIR Missed: No	TIR: 0.80
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.81
INC000000416793	Sameera Iqbal	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.26
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.51
INC000000416795	Nikki Cox	None	None	None	TIR Missed: No	TIR: 0.40
	Help Desk	Sarah Johnson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.61
INC000000416817	Kalani Huber	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 5.16
INC000000416818	Sharraf Dajany	Application	Password	Active Directory	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416820	Reese Cooper	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000416823	Susan Etzel	Application	Password	Content Manager	TIR Missed: No	TIR: 0.08
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.12
INC000000416832	Joann Wetzel	PC/Laptop	Performance	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.69
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.91

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INC000000416833	Jon Brewer	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.00
INC000000416838	Rachel Lee	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.36
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.36
INC000000416854	Krzysztof Barchanski	Application	Error	Utah Works		TIR Missed: No	TIR:	0.94
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000416871	Kerry Daniels	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000416873	Robert Van Vliet	Application	Error	Utah Works		TIR Missed: No	TIR:	0.72
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000416894	Dennis Canning	Application	Error	Utah Works		TIR Missed: No	TIR:	0.49
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000416897	Delene Bourdeau	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000416898	Terry Lisonbee	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000416918	Cindy Bertagnolli	None	None	None		TIR Missed: No	TIR:	0.27
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000416919	Robert Van Vliet	None	None	None		TIR Missed: No	TIR:	0.29
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000416920	Fran Cannard	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.14
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.42
INC000000416923	Melodee Williams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.20
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000416924	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000416925	Carrie Peterson	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000416926	Tiffany Whitney	Application	Error	None		TIR Missed: Yes	TIR:	1.79
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.51
INC000000416928	Michael Barrett	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000416929	Robin Herrera	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

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INC000000416931	Wendy Rosenthal Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416933	Dorothy Williams Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000416934	Lisa Henrie Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416935	Michael Parker Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000416936	Cindy Bertagnolli Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416946	Lara Rudloff Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.91
INC000000416962	Michael Hanley Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.48 2.05
INC000000417005	Jenifer Roylance-Franco Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417025	Jimmy Smith Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.60
INC000000417030	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417043	Noelle Bradford Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417045	Noelle Bradford Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417046	Noelle Bradford Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417060	Debra Nordfelt Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000417110	Tami Hoffman Rural South Desktop Support	PC/Laptop Lane Adams	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.64
INC000000417116	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417129	Jane Broadhead Metro A Desktop Support	Network Kraig Ellis	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53

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INC000000417133	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417141	Pamela McIntyre Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417155	Michael Barrett Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417172	Katie Trillo Application Services	Application Paul Lundell	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.15
INC000000417173	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417200	Gregory Whittaker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417203	Jamie Guenon Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.37
INC000000417205	Jennifer Asplund Metro B Desktop Support	Network Wayne Higgs	Performance Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.35
INC000000417208	Jolyn Bevan Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000417215	Rebecca Sangberg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417224	Gaylene Pebley Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417226	Gregory Whittaker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417231	Keith Collinwood Rural North Desktop Support	PC/Laptop Ryan Casey	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000417232	Cathy Maynard Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000417261	Mirela Krkic Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.55 3.55
INC000000417263	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417280	Ernest Ramos Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16

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INC000000417283	Sarah Smith	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	13.74
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	13.77
INC000000417299	James Mitchell	Application	Password	Business Intelligence Tool		TIR Missed:	No	TIR:	0.00
	Application Support - Data Warehouse	Trent Ady	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417304	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417306	Ronda Kelly	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417351	Marilu Uribe	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417352	Susan Taggart	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417353	Mary Conder	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417356	Milton Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417358	Debbi Warmus	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417359	Lauri Wunderlich	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417362	Nicole Kerwood	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417363	Desiree Jones	Remote Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417364	Moriah Stucki	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417365	Lori Jacobazzi	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417368	Veronica Palomino	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417370	Tricia Fuhrman	Network	Error	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417378	Mandy Davis	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.60

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INC000000417386	Amira Mijic Metro A Desktop Support	Wireless Connectivity Tracy VanderVaart	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417388	Beverly Anderson Application Support - Thin Client	None Janis Race-Bigelow	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.81
INC000000417392	Ashley Baker Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000417400	Sherry Bird Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417410	Pat Paulson Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
INC000000417416	Linda Lundberg Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417418	Sherri Kirk Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.07
INC000000417430	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417432	Rachael Stewart Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.14
INC000000417434	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417435	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417436	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417443	Pamela McIntyre Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417450	Cassidy Carter Application Support - Content Man	Application Nate Olson	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
INC000000417452	James Stavros Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Cisco AnyConnect Low	VPN Client Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417453	Elizabeth Cheney Rural North Desktop Support	PC/Laptop Kim Ratushniak	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.87
INC000000417455	Carmen Bento Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01

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INC000000417462	Leigh Page Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417474	Elizabeth Thorpe Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417491	Cynthia Barlow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417499	Sarah Tolbert Rural North Desktop Support	Network Kim Ratushniak	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.91 TTR: 1.47
INC000000417501	Vicky Dixon Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417504	Thomas Longmore Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417506	Kathryn Grover Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417507	Joseph Speciale Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417511	Milagros Santos Application Support - Single Signon	None Lana Larsen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417521	Rebecca D Anderson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417537	Tess Rawlinson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417543	Christopher Harris Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.34 TTR: 0.34
INC000000417549	Lauryn Miller Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: Yes	TIR: 6.33 TTR: 6.33
INC000000417555	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417562	Milagros Santos Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	Microsoft Office XP Professiona Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.13
INC000000417563	Mike Asmussen Metro D Help Desk	None Doug Brown	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000417567	Michelle Beebe Metro A Help Desk	Network Cindy Schroeder	Incident Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.28

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INC000000417587	Jolyn Bevan Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
INC000000417597	Lane Anderson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.35
INC000000417625	Sameera Iqbal Help Desk	Application Vicky Marrelli	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417627	Melisa Stark Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.77
INC000000417637	Sameera Iqbal Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000417648	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417652	Rebecca Sangberg Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.28 5.28
INC000000417654	Moriah Stucki Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.06
INC000000417660	Linda Hansen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000417675	Marilu Uribe Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417677	Dereje Shawl Metro B Desktop Support	None Cindy Reed	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 1.06
INC000000417680	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417711	Cheryl Karren Rural South Desktop Support	PC/Laptop Cole Gifford	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 1.64
INC000000417740	Derrek Larson Metro B Desktop Support	Network Wayne Higgs	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.72
INC000000417752	Ashley Baker Application Support - Content Manag	Application Nate Olson	Error Workforce Services	Kofax ImageControls Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000417756	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417783	Dyann Smoot Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11

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INC000000417804	Amira Mijic Metro A Desktop Support	Remote Connectivity Tracy VanderVaart	Error Workforce Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000417825	Milagros Santos Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000417838	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417839	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417843	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417844	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417845	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417859	Paula Story Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.65 1.65
INC000000417867	Alfreida Haycock Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.75
INC000000417884	Georgina Bresnan Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.00
INC000000417885	Samuel Hendricksen Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.98
INC000000417886	Pat Paulson Rural Central Desktop Support	Print/Copy/Scan/Fax Todd Hardy	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.96
INC000000417896	Fran Cannard Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.58
INC000000417911	Kathryn Grover Metro A Help Desk	Application Liz Evans	None Workforce Services	Avaya IP Softphone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
INC000000417918	Lauri Green Metro B Help Desk	Network Janet Hongsyvilay	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000417931	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417934	Gaylene Pebley Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000418052	Amber Jackson Rural South Desktop Support	Application Ryan Bennett	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418058	Paula Johns Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418061	Charleen Neff Voice/Data/WAN Services	None Art Scott	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.52
INC000000418063	Scott Butterfield Rural South Desktop Support	Remote Connectivity Ryan Bennett	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418065	Dennie Tsuya Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418084	Scott Taylor Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418089	Verner Iglesias Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418124	CindaLee Hall Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Avaya IP Softphone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418127	Lori Calvert Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418130	John Paul Voice Operations	Telecom Britany Finlay	Coverage Path Workforce Services	Telephone Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.84
INC000000418135	Melissa Bracken Voice Operations	Telecom Britany Finlay	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.86
INC000000418136	Andrea Henderson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000418138	Marilyn Larsen Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.14 4.32
INC000000418141	Laurie Wittwer Application Support - Content Management	Print/Copy/Scan/Fax Randall Ottesen	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000418143	Amber Jackson Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418149	Tina Dunyon Metro A Desktop Support	Application Adam Staks	Error Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.80
INC000000418156	Matthew Christiansen Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06

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INC000000418162	Shane ODell	Remote Connectivity	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000418169	Vanna Chav	None	None	None		TIR Missed:	No	TIR:	0.64
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.64
INC000000418170	Linda Hansen	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000418181	Darl Valdez	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418205	Richard Bischoff	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000418212	Andrea Henderson	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000418223	Jared Price	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418227	Curtis Harmon	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000418236	Jenny Hansen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418245	Melinda Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418265	Jan Chumbley-Gardner	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.91
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.91
INC000000418306	Chris Baker	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418313	CindaLee Hall	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.32
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000418339	Tina Dunyon	PC/Laptop	None	PGP		TIR Missed:	No	TIR:	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.79
INC000000418362	Amber Snow	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418364	Cassy Hahn	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.53
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.75
INC000000418383	Carolyn Rowland	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.84
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.84

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INC000000418390	Sean Headden	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000418408	Lauri Green	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418417	Lien Ly	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000418429	Kristen Floyd	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418446	Melissa Presley	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418462	Pat Paulson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.81
INC000000418463	Paul Johnston	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418467	Jessica Stoker	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000418471	Denis Paul	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000418487	Vanessa Mann	Application	None	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.49
INC000000418491	Toni Sierra	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.73
INC000000418494	Lavon Bullock	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000418501	Stephanie Harding	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.62
INC000000418505	Kyle Preston	Application	Error	Avaya IP Softphone		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000418510	Cristy Duncan	Application	None	Novell Messenger		TIR Missed:	No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000418536	David Ashby	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.02
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.72
INC000000418539	Laneth Hang	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14

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INC000000418546	Alana Boscan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418548	Jenny Sweetland	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.11
INC000000418550	Milagros Santos	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000418560	Kenneth G Allen	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418573	Tanya Wilson	None	None	None		TIR Missed:	No	TIR:	0.27
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000418579	Toni Sierra	Application	Error	Acrobat Reader		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000418595	Kathy Hart	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418608	Rebecca D Anderson	None	None	None		TIR Missed:	No	TIR:	0.31
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000418613	Leora Lopez	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418620	Deann Cardon	Network	None	Novell eDirectory		TIR Missed:	No	TIR:	0.25
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.78
INC000000418621	Cheryl Karren	None	None	None		TIR Missed:	No	TIR:	0.41
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.70
INC000000418623	Loggins Merrill	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000418666	Kathleen Leiker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418681	Janean Justham	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.09
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.09
INC000000418685	Rachael Stewart	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418689	Janet Gale	None	None	None		TIR Missed:	No	TIR:	0.03
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000418703	Toni Sierra	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.60

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INC000000418724	Trisha Nielson	Application	None	Novell GroupWise	TIR Missed: Yes	TIR: 1.34
	Application Services	Martin Gonzalez	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.34
INC000000418725	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418740	Kym Ney	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR: 0.22
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.22
INC000000418761	Brittney M Woodland	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418769	Mary McConaughy	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.18
INC000000418802	De Ette Richards	None	None	Citrix ICA Client	TIR Missed: No	TIR: 0.32
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.32
INC000000418804	June Bradfield	None	None	Citrix ICA Client	TIR Missed: No	TIR: 0.23
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.23
INC000000418816	Darren Fox	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418819	Leyla Escobar	Network	None	DWS Intranet	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418836	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418841	Pat Paulson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418843	Samuel Hendricksen	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418844	Sherri Kirk	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418845	CindaLee Hall	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418899	Ashley Baker	Application	Error	None	TIR Missed: No	TIR: 0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418909	Jodie Gallegos	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000418914	Chris Baker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000418937	Lisa A Anderson Rural South Desktop Support	PC/Laptop Ryan Bennett	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.56
INC000000418954	Judy Mattinson Metro A Desktop Support	PC/Laptop Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000418964	Rebecca Pace Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000418966	Scott Butterfield Network Operations	Remote Connectivity Dave Bodily	Performance Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.29 1.86
INC000000418978	Jodie Ward Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418979	Kimberly Bartel Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 2.06
INC000000418984	Laura Carter Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418985	Jodie Ward Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419006	Lauri Green Metro A Help Desk	Network Cindy Schroeder	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000419030	Kelly Green Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 0.85
INC000000419055	Shelly Ivie Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419089	Kayleen Hansen Rural North Desktop Support	None Ruston McKay	None Workforce Services	Microsoft Office Professional 20 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000419098	Jennifer Edwards Application Support - Data Warehouse	Application Trent Ady	Error Workforce Services	Business Intelligence Tool Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000419107	Betty Ward Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000419118	Carmen Bento Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.13 4.23
INC000000419151	Ernest Ramos Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419157	David Cote Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08

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INC000000419174	Parker Jensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419201	Jaceson Maughan	Application	Error	Computerized Unemployment B		TIR Missed:	No	TIR:	0.61
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.07
INC000000419206	Verlin Christensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419229	Kris Springer	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419263	Bradley Salmond	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.61
INC000000419271	Jon Pierpont	None	None	None		TIR Missed:	Yes	TIR:	1.21
	Application Services	Danielle Hood	Workforce Services	High	Resolved	TTR Missed:	No	TTR:	1.48
INC000000419288	Jennifer Domenici	None	None	None		TIR Missed:	No	TIR:	0.71
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.73
INC000000419290	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419298	Connie E Tarver	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419308	Randilee Spencer	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419316	Anna Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419326	Robert Moyer	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.06
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.69
INC000000419354	Pamela Surakhun	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.76
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.76
INC000000419356	Tricia Matz-Underwood	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Eldon Jenson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000419358	Colby Hargis	Application	Reporting	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000419362	Chris Peterson	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000419415	Marilyn Draper	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	

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INC000000419417	Randy Simon Rural North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000419419	Melauni Jensen Metro A Desktop Support	PC/Laptop Edward Fortner	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000419466	Christi Seger Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000419469	Debbi Warmus Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419498	Scott Steele Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419502	Scott Steele Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419503	Scott Steele Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419505	Scott Steele Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419528	Marina Martin Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000419568	Evan Loveless Metro A Desktop Support	PC/Laptop Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 1.99
INC000000419576	Kris Springer Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.05 1.69
INC000000419578	Diane Lovell Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419609	Andrea Henderson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.66 8.66
INC000000419614	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419615	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419620	Andrea Henderson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.68 9.68
INC000000419630	Sylvia Pineda Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000419647	Rick Little	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419652	Lillian Bayles	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419660	Jeanne McGavin	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.07
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.68
INC000000419667	Shauna Havey	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419676	Chris Baker	Application	Password	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000419683	Chris Baker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419685	Brock Stenovich	Application	Error	Utah Electronic Resource and E		TIR Missed:	Yes	TIR:	1.89
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.89
INC000000419686	Evan Loveless	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000419700	Lillian Bayles	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419707	Teresa Meyer	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000419722	Shauna Scott-Bellacomo	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.99
INC000000419750	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419753	Stephen Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419755	Brent Fife	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419788	Tracie Williams	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.11
INC000000419789	Lien Le	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419794	Marilu Uribe	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000419804	Maryana Valles Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.02
INC000000419817	Paul Johnston Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419835	Wendy Rosenthal Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000419857	Diane Hunter Metro B Help Desk	Application Gary Graham	Password Workforce Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419878	Robert Gilbert Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419882	Jonathon Matthews Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.28
INC000000419897	Mary Zorn Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419922	Dennis Canning Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000419955	Deni Swanger Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000419980	Shauna Morgan Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419982	Tiffany Hales Application Services	Application Dustin Crump	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.14 1.23
INC000000420003	Joseph Knudson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420036	Maryana Valles Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000420049	Georgina Bresnan Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.36
INC000000420057	Kristine Larson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000420110	Joe Edman Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000420125	Joseph Knudson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420149	Art Fracchia Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000420151	Cindy Adams Metro A Help Desk	Network Cindy Schroeder	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420152	Carolyn Rowland Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000420154	Charleen Neff Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.14
INC000000420172	Siupeli Vainuku Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	State Payroll System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000420173	Lien Le Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.27 3.27
INC000000420179	Toni Sierra Voice/Data/WAN Services	Telecom Mike Johnson	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.45
INC000000420197	Josip Ambrenac Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.39
INC000000420199	Gary Waters Metro A Desktop Support	Application Robert Wall	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.36
INC000000420211	Maryana Valles Help Desk	Print/Copy/Scan/Fax Brenda Treadway	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420213	Jackie Dalton Metro B Desktop Support	None Jay Locker	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000420238	Susan Kirby Metro A Hosting	Application Tom Carney	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000420241	Roseanna Bills Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000420243	Amira Mijic Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420245	Paul Elliott Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420247	Lien Le Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000420248	Kerry Herrmann Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420250	Derrek Larson Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000420251	Michael W Hansen Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000420255	Nazanin Nourmohammadi Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000420259	Bill Featherstone Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000420261	Melissa Presley Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000420263	Brent Newren Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000420264	Ma'afala Koko Metro A Hosting	Application None	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000420273	Grazyna Janeczko Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420293	Matthew Larson Metro A Desktop Support	PC/Laptop Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.13 7.33
INC000000420311	Phuc Nguyen Network Operations	None J. L. Flack	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.67
INC000000420317	Robert Van Vliet Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000420325	Linda Wirtjes Help Desk	Network Brenda Treadway	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420328	April Gerber Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000420335	Michael Hanley Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	Incident Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 1.33
INC000000420341	Sharon Pantone Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420342	Lisa Zaugg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420343	Lisa Zaugg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420357	Carol Jennings Metro D Help Desk	None Jed Patrick	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420371	Justin Williams Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420419	Ashley Baker Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	Kofax ImageControls Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420444	Alfredo Travassos Jr Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420467	Terry Lisonbee Metro A Help Desk	Application Ed Conrad	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000420499	Nikki Cox Rural Central Desktop Support	Telecom Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000420500	Johnny Bedore III Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000420504	Tanya Wilson Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.92 1.92
INC000000420505	Johnny Bedore III Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Smart Shield Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000420508	Trisha Nielson Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000420522	Jeff Webster Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420531	LeAnn Hatfield Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.55
INC000000420536	Demetria Keele Metro A Desktop Support	Application Mike Beynon	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.44
INC000000420537	Dennis Broad Operations Production Control	Application Duane Hardy	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.64
INC000000420548	Kari Marty Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 3.42
INC000000420569	Juri Strong Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420575	Jocelyn Huish Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420589	Kim Wilcox Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420591	Kelley R Meredith Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000420592	Joyce Burningham Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000420598	Jeremy Robinson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000420601	Kari Marty Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 1.13
INC000000420612	Blaine Cook Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420617	Sonja Sheffer Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420618	Lea Betty Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000420619	Kim Wilcox Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420620	David Whiteside Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420628	Rene Meza Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.61
INC000000420641	Sharla Anderson Rural South Desktop Support	Application Joel Finlinson	Error Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420645	Jackie Nielson Rural South Desktop Support	PC/Laptop Joel Finlinson	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420648	Patrice West Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.56 4.56
INC000000420660	Andrea Henderson Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420669	Cindy Bertagnolli Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000420697	Doyle Bender Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420699	Doyle Bender Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420702	Emmalee Hunt Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420840	Siosiana Naupoto Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420846	Kimberly Bartel Help Desk	Application Brenda Treadway	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.00
INC000000420849	Jon Pierpont Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000420858	Sheila Sconiers Metro A Desktop Support	PC/Laptop Mike Wilde	Virus Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.92
INC000000420867	Siupeli Vainuku Metro A Desktop Support	Application Tracy VanderVaart	Password Workforce Services	Contributions Automated Tax Sy Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.97
INC000000420881	Diana Clawson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.27
INC000000420883	Alexandra Nigh Metro A Desktop Support	Network Tracy VanderVaart	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.89
INC000000420886	Chris Boyadjian Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.70
INC000000420906	Charles Amonett Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.43
INC000000420911	Jim Hill Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.91 1.91
INC000000420925	Jesi Wasden Voice Operations	Telecom Romanza Hamblin	Hardware Workforce Services	Telephone Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.77
INC000000420927	Mary Ann Lawson Metro A Desktop Support	Application Adam Staks	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.74
INC000000420930	Jeri Uresk Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420932	Christopher Myers Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Contributions Automated Tax Sy Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000420948	Alan Dennis Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420968	Lien Le	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.36
INC000000420969	Alan Dennis	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000420984	Kris Springer	Network	Incident	None		TIR Missed:	No	TIR:	0.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.56
INC000000420986	Michael Barrett	Application	Error	Mozilla Firefox		TIR Missed:	No	TIR:	0.06
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.10
INC000000420998	Nan Powell	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.44
INC000000421012	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421018	Jilaun Perfetto	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000421038	Jocelyn Huish	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421040	Jon Pierpont	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421061	Kris Springer	None	None	None		TIR Missed:	No	TIR:	0.09
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000421078	Jocelyn Huish	Application	Reporting	None		TIR Missed:	No	TIR:	0.02
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.41
INC000000421081	Dan Hooten	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.76
INC000000421090	Kathy Franson	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.45
INC000000421122	Sariah Hunt	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.18
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.05
INC000000421137	Debra Mace	Application	Error	Adobe Acrobat		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.40
INC000000421143	Carol Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.41
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.25
INC000000421155	Alan Dennis	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.85

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INC000000421198	Vanessa Lindquist Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.21
INC000000421240	My Tran Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000421253	Tanya Wilson Rural Central Desktop Support	Print/Copy/Scan/Fax Paul Petersen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.02
INC000000421255	Cindy Bertagnolli Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000421271	Jessica Anderson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000421293	Piper Leon Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 2.15
INC000000421326	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000421333	Sara Hudgins Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421338	Sara Hudgins Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421344	Sandy Flores Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000421346	Leslie Judd Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000421347	Lori Fox-Bush Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421350	Nidia Meza Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Windows XP Professional Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000421353	Juliana Smith Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000421373	Traci Cahill Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000421445	Bonnie Sterrett Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.51
INC000000421451	Rebecca Banner Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18

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INC000000421468	Rebecca D Anderson	Application	None	Content Manager	TIR Missed: No	TIR: 0.06
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.08
INC000000421514	Alan Dennis	Application	Password	DWS Intranet	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421558	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421561	LaDawn McPherson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421571	Jolyn Bevan	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.30
INC000000421578	Logan Ellsworth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000421615	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421620	Carmen Bento	Application	Error	Microsoft Word	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.93
INC000000421658	Kris Springer	Application	None	Novell Messenger	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421661	Yvette Woodland	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421669	Jane Broadhead	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421736	Scott Steele	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.36
INC000000421752	Fran Cannard	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR: 0.00
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421753	Jody Sillitoe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421759	Karen Thomas	Application	Password	Active Directory	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000421761	Greg Paras	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.34
INC000000421762	Robert Gilbert	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000421765	Cathy Paiz Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421776	Margie Mohler Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.01
INC000000421783	Crystal Beck Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421789	Lien Le Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000421794	Debbie Stavros Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000421812	Carin Williams Voice Operations	Telecom Gail Christiansen	Hardware Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.19 7.62
INC000000421839	Connie Perez Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 1.06
INC000000421841	Sally Egbert Metro B Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.30
INC000000421854	Marilyn Draper Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421856	Koral Vasquez Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421857	Colleen Johnson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421864	Connie Shearwood Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.97
INC000000421867	Alan Dennis Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421869	Galina Greer Help Desk	Application Brenda Treadway	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421872	Jefferson Barrett Voice Operations	Telecom Gail Christiansen	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.64
INC000000421882	Deborah Graber Metro A Desktop Support	PC/Laptop Edward Fortner	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.18
INC000000421884	Lora Braden Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.12

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INC000000421894	Connie Green Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000421911	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421928	Carrie Peterson Order Desk	Telecom Alesha Mena	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000421934	Chris Cook Rural Central Desktop Support	PC/Laptop Gerald Adams	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.81
INC000000421935	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421947	Logan Ellsworth Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421951	Logan Ellsworth Application Support - Web Dev	None Chad Thompson	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000422008	Christine Denison Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.45
INC000000422017	Ginger Humphrey Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 2.98
INC000000422024	Kris Springer Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 2.14
INC000000422039	Lance Soffe Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000422040	Kathy Franson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422058	Jerry Norton Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422077	Kelley R Meredith Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
INC000000422134	Debbie Sheldon Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000422139	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422149	Dimang Chao Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.82

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INC000000422158	Greg Paras Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422165	Jeff Webster Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422172	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422174	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422175	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422177	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422179	Calvin Kenley Help Desk	Gascard Vicky Marrelli	Card Workforce Services	Gascard Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422207	Grazyna Janeczko Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.19 4.19
INC000000422215	Lonny Marchbanks Application Support - Content Manag	None Randall Ottesen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000422235	Tami Huntington Rural South Desktop Support	Application Lane Adams	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 0.88
INC000000422239	Dimang Chao Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422259	Maria Nak Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422282	Diane Zylks Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422311	Karla Aguirre Metro A Help Desk	Mobile Devices Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000422327	Deb Coffey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000422351	Patrice West Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000422357	Denise Pierson Rural South Desktop Support	PC/Laptop Doug Chaston	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000422358	Doyle Bender Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Web Site Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000422362	Mary Jayne Richins Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422363	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422365	EasterSeals EasterSeals Rural Central Desktop Support	Application Rod Montoya	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422418	Robert Birkinshaw Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.15
INC000000422437	Cristy Duncan Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422453	Caralee C Crye Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000422479	Jason Tolbert Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Microsoft Office Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422480	Lara Rudloff Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422485	Peggy Killian Rural Central Desktop Support	Application Jay Barfuss	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422523	KENNY HICKEN Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000422569	Kayl Smith Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422598	Bradley Salmond Metro A Desktop Support	Network Edward Fortner	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.10
INC000000422619	Connie Shearwood Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000422635	Cassy Hahn Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422645	Michael Barrett Rural North Desktop Support	PC/Laptop Ruston McKay	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.57
INC000000422647	Christian Ulberg Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15

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INC000000422660	Chris Williams	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.42
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.99
INC000000422663	Jocelyn Huish	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422733	Toni C Ansel	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422734	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422736	Tiffany Turley	Wireless Connectivity	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422776	Terry MacFarlane	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000422793	Sherri Valenti	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422803	Christine Mayne	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.10
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000422822	Lorie Davis	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.42
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.80
INC000000422844	Melinda Adams	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422866	Nancy Galt	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.72
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.72
INC000000422868	Vanna Chav	None	None	None		TIR Missed:	No	TIR:	0.39
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.05
INC000000422914	Laurie Farrell	Application	None	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.51
INC000000422915	Troy Evans	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000422925	Jennifer Domenici	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.11
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.57
INC000000422934	Jenny Jensen	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.68
INC000000422965	Nora Olson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13

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INC000000422982	Kathryn Causey Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 1.78
INC000000423031	Kalani Huber Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000423046	Yvette Woodland Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423048	Joyce Burningham Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000423055	Jamie Escobia Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000423058	Rebecca Farnsworth Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000423064	Michelle Viertel Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000423103	Jamie Escobia Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000423125	Loggins Merrill Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423151	Levi Jones Application Support - Single Signon	Application Justin Miller	Error Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000423238	Kelly Thornton Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423265	Lien Le Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423297	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423312	Casey Erickson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423340	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423344	Chris Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423345	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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As of 12/5/2011

Workforce Services

INC000000423348	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000423361	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00